
Chapter 4— Option 11/11E upgrade using the Software Delivery (PCMCIA) card

Introduction

This chapter describes how to upgrade Option 11 or Option 11E database to Option 11C software and installing it in a new system using the Software Delivery (PCMCIA) card.

CAUTION

A Software Daughterboard, Security Device, Software Delivery (PCMCIA) card programmed with the new software and a Keycode Data Sheet are required to complete the upgrade. Refer to the keycode data sheet when entering the ISM parameters, adding packages or changing the AUX ID.

How to upgrade to Option 11C

Summary of steps

The Software Upgrading and Installation steps are summarized in the following list. They consist of:

- Installing the Software Daughterboard and the Security Device.
- Setting the system time and date.
- Selecting the System Upgrade function.
- Selecting Feature Set and packages.
- Transferring the database.
- Selecting Incremental Software Management (ISM) parameters.
- Validating keycodes.
- Loading the software.

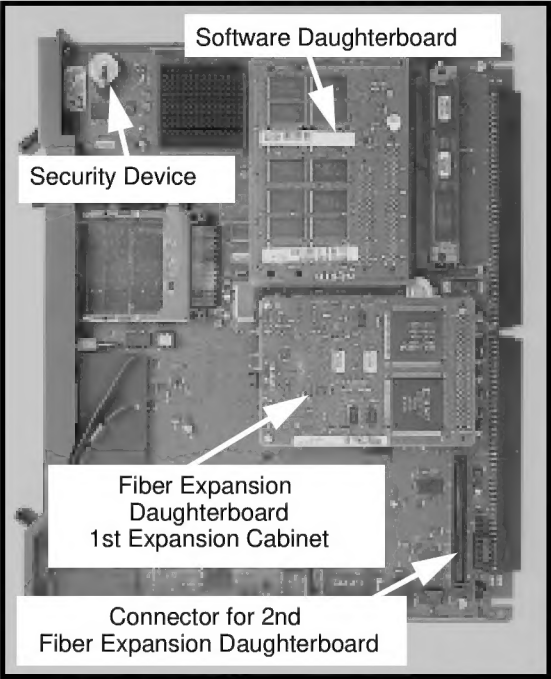
CAUTION

Wear the anti-static wrist strap provided in the bottom of the cabinet before handling circuit cards since static electricity can damage them.

Upgrading the software

The following procedure describes how to upgrade and install the software.

Software Upgrading Procedure

Step	Action
1	If not previously done, install the Software Daughterboard and Security Device on the NTDK20 Small System Controller (SSC) card. To install the Software Daughterboard and Security Device: • Wear the anti-static wrist strap and insert the Software Daughterboard in the connector on the component side of the SSC card. • Insert the Security Device in the socket on the component side of the SSC card.  —continued—

Software Upgrading Procedure (Continued)

Step	Action
2	If not previously done, install the NTDK20 Small System Controller (SSC) card in its slot (slot 0) of the main cabinet. If a fiber optic cable is present, make sure that it is placed in the Fiber Routing Guide.
3	Perform this step only if the Software Delivery (PCMCIA) card is being used to upgrade the system. If not using the Software Delivery card, go to Chapter 2. Insert the card in slot A in the PCMCIA socket located in the faceplate of the NTDK20 Small System Controller (SSC) card. Gently press on the Software Delivery card until it is firmly seated.
—continued—	

Software Upgrading Procedure (Continued)

Step	Action						
4	If not previously done, power up the Option 11C.						
	To power up the system: • Make sure that the power is connected to the cabinet then set the circuit breaker on the front of the power supply unit to ON.						
5	Observe the terminal screen.						
	<table> <tr> <th>If</th><th>Do</th></tr> <tr> <td>INSERT SOFTWARE DELIVERY CARD message appears</td><td>Step 6 and check the Software Delivery card</td></tr> <tr> <td>INSTALL SETUP PROGRAM message appears</td><td>Step 7</td></tr> </table>	If	Do	INSERT SOFTWARE DELIVERY CARD message appears	Step 6 and check the Software Delivery card	INSTALL SETUP PROGRAM message appears	Step 7
If	Do						
INSERT SOFTWARE DELIVERY CARD message appears	Step 6 and check the Software Delivery card						
INSTALL SETUP PROGRAM message appears	Step 7						
6	Skip this step unless the Software Delivery (PCMCIA) card is being used to install the software. If not previously done, install the Software Delivery card in the socket in the faceplate of the SSC card.						
	To install the Software Delivery card: • Insert the card in slot A in the PCMCIA socket located in the faceplate of the NTDK20 Small System Controller (SSC) card. Gently press on the Software Delivery card until it is firmly seated.						
—continued—							

Software Upgrading Procedure (Continued)

Step	Action
7	Observe the terminal screen.
If	Do
Current system time and date: 00:00:00 -- 00/00/00 message appears	Step 8
Software Installation Main Menu message appears	Step 9
8	Set the system Time and Date.
Note: The Time and Date prompt appears only when the Install Setup Program detects a system Year Date that is not in the range of 1995-2095. The responses shown below are examples.	
To enter the system Time and Date:	
Prompt	Response (example)
Enter new time (hh/mm/ss)	08:00:00<cr>
Enter new date (yy/mm/dd)	95/05/01<cr>
08:00:00 -- 95/05/01 is the new system time and date	
Is this correct?	y<cr>
9	Select item 2 from the Main Menu.
Software Installation Main Menu 1. New System Installation or Option 11/11E Upgrade - From Software Daughterboard 2. System Upgrade 3. Utilities 4. New System Installation - From Software Delivery Card [q]uit, [h]elp or [?], <cr> - redisplay	
—continued—	

Software Upgrading Procedure (Continued)

Step	Action	Response
	Prompt	
	Enter selection	2<cr> (System Upgrade)
10	Select the type of upgrade to be performed.	
	Meridian 1 Software Rls 2202b will be installed. Select type of upgrade to be performed: 1. Option 11/11E to Option 11C 2. Option 11C New Software Upgrade 3. Option 11C Feature/parameter upgrade [q]uit, <cr> current menu, [m]ain menu, [h]elp or [?], [p]revious menu	
	Prompt	Response
	Enter Selection:	1<cr>
11	Select the Feature Set to be enabled.	
	Note: The Feature Set selected must match the ones provided with key codes. The Feature Set names shown below are examples only.	
	*** NOTE: The following questions require information on the Keycode Data Sheet. Please have it available.*** *** NOTE: If an External Data Card is being used for this system, please insert it into drive b: Now.*** (The following feature sets are examples) Select Feature Set You Wish to Enable: 1. General Business (NTSKxxxx) 2. Enhanced Business (NTSKxxxx) 3. Enterprise (NTSKxxxx) 4. NAS/VNS (NTSKxxxx) [q]uit, [p]revious, [m]ain menu, [h]elp or [?], <cr> redisplay	
—continued—		

Software Upgrading Procedure (Continued)

Step	Action	Response (example)
	Prompt	
	Enter Selection:	2 <cr> (Enhanced Business)
12	Indicate whether or not packages are to be added.	
	Feature Set Selection: Enhanced Business	
	Prompt	Response (example)
	Do you wish to add packages?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)
	If	Do
	the response was n	Step 15
	the response was y	Step 13
13	Select the Feature packages to be added.	
	Prompt	Response (example)
	Summary of Packages selected is: 0-2 4-5 7-14 16-25 28-29 32-64 67 70-77 79-83 86-93 95 98-104 107-111 113-116 118-120 122-125 127-129 131-133 135 137-141	
	Enter packages (s) to be added, blank line to end:	215-235 <cr> <cr> (ends selection entry or if no packages are to be added)
—continued—		

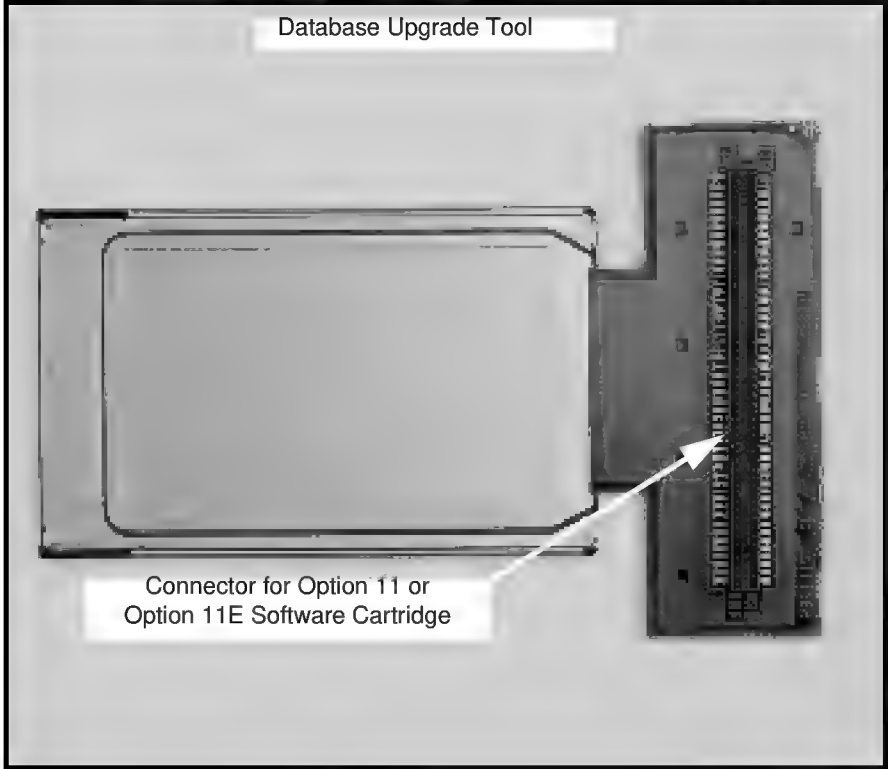
Software Upgrading Procedure (Continued)

Step	Action										
14	Confirm Feature Set and packages.										
	Your Feature Set Selection is "Enhanced Business": Additional Packages selected: 215-235 Summary of Packages selected is: 0-2 4-5 7-14 16-25 28-29 32-64 67 70-77 79-83 86-93 95 100-104 107-111 113-116 118-120 122-125 127-129 131-133 135 137-141 200-208 215-235										
	<table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Is this selection correct?</td><td> n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu) </td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 11</td></tr> <tr> <td>the response was y</td><td>Step 15</td></tr> </table>	Prompt	Response	Is this selection correct?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)	If	Do	the response was n	Step 11	the response was y	Step 15
Prompt	Response										
Is this selection correct?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)										
If	Do										
the response was n	Step 11										
the response was y	Step 15										
15	Select a Database.										
	Select Option11/11E Database Source 1. CCB R Restore file 2. Option 11/11E Software Cartridge [q]uit, [m]ain, [p]revious menu, <cr> - redisplay										
	<table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Enter Selection:</td><td>1<cr> or 2<cr></td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was 1</td><td>Step 16</td></tr> <tr> <td>the response was 2</td><td>Step 17</td></tr> </table>	Prompt	Response	Enter Selection:	1 <cr> or 2 <cr>	If	Do	the response was 1	Step 16	the response was 2	Step 17
Prompt	Response										
Enter Selection:	1 <cr> or 2 <cr>										
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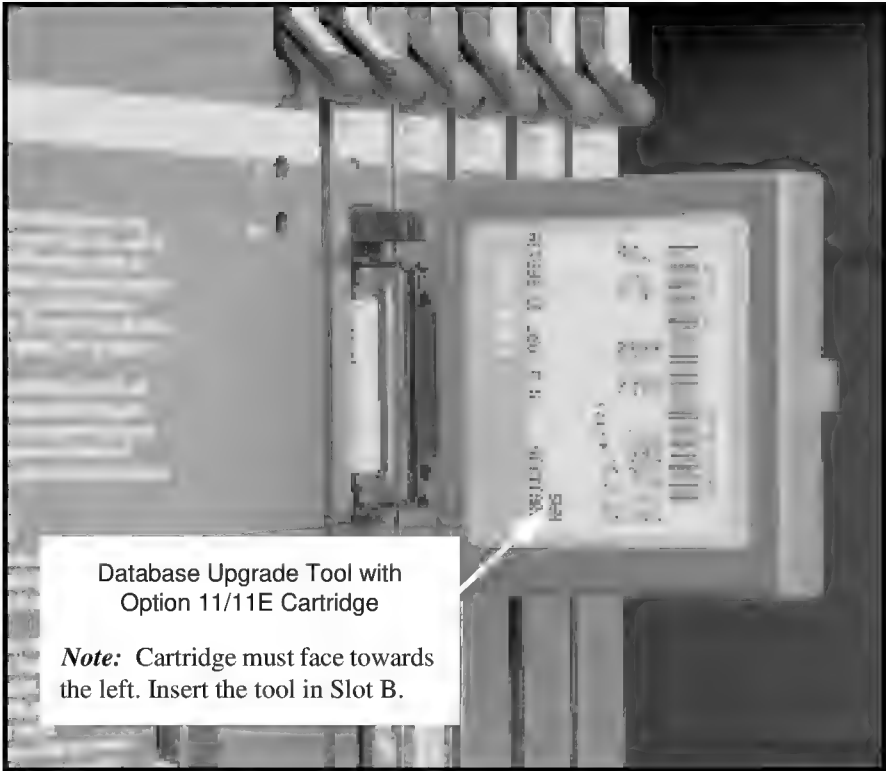
Software Upgrading Procedure (Continued)

Step	Action										
16	Confirm database selection. Warning: you must have an Option 11/11E database. Do you wish to continue? <table> <tr> <th>Prompt (example)</th><th>Response (example)</th></tr> <tr> <td>Do you wish to continue?</td><td> n<cr> (no) y<cr> (yes) a<cr> (abort, return to main menu) </td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 15</td></tr> <tr> <td>the response was y</td><td>Step 19</td></tr> </table>	Prompt (example)	Response (example)	Do you wish to continue?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)	If	Do	the response was n	Step 15	the response was y	Step 19
Prompt (example)	Response (example)										
Do you wish to continue?	n <cr> (no) y <cr> (yes) a <cr> (abort, return to main menu)										
If	Do										
the response was n	Step 15										
the response was y	Step 19										
—continued—											

Software Upgrading Procedure (Continued)

Step	Action
17	Connect the Option 11/11E Software Cartridge to the Database Upgrade Tool. Note: Perform this step only when upgrading using the Option 11/11E Software Cartridge as a database source (as determined in Step 15). If upgrading using the CCBR Restore file as a database source, complete Step 16, then do Step 19. Connect the Option 11 or Option 11E Software Cartridge to the Database Upgrade Tool.  —continued—

Software Upgrading Procedure (Continued)

Step	Action
18	Install the Database Upgrade Tool and cartridge. Insert the Database Upgrade Tool with the Option 11/11E cartridge installed into drive b: Press Enter to continue.  —continued—

Software Upgrading Procedure (Continued)

Step	Action										
19	Review ISM parameters.										
	Note: The ISM parameters displayed on the terminal screen are the default settings associated with the Feature Set selection. These settings can be accepted without changes or changed to suit the requirements of the new system. Current ISM Parameters: TNS (1000) (maximum number of terminal numbers) AGNT (1000) (maximum number of ACD agents) ACDN (0100) (maximum number of ACD DN's) AST (0000) (maximum number of associate Sets) DSL (0000) (maximum number of Digital Subscriber Loops) LTID (0000) (maximum number of Logical Terminal IDs) MOPT (0000) (Meridian Mail option) <table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Do you wish to change ISM parameters?</td><td>n<cr> (no change) y<cr> (change)</td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 22</td></tr> <tr> <td>the response was y</td><td>Step 20</td></tr> </table>	Prompt	Response	Do you wish to change ISM parameters?	n <cr> (no change) y <cr> (change)	If	Do	the response was n	Step 22	the response was y	Step 20
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Software Upgrading Procedure (Continued)

Step	Action																		
20	Select ISM parameters.																		
	<table> <tr> <th>Prompt (example)</th><th>Response (example)</th></tr> <tr> <td>Enter new ISM parameters, <cr> to leave as is:</td><td></td></tr> <tr> <td>TNS (1000)</td><td><cr> (no change)</td></tr> <tr> <td>AGNT (1000)</td><td><cr> (no change)</td></tr> <tr> <td>ACDN (0100)</td><td><cr> (no change)</td></tr> <tr> <td>AST (0000)</td><td>100<cr> (change)</td></tr> <tr> <td>DSL (0000)</td><td><cr> (no change)</td></tr> <tr> <td>LTID (0000)</td><td><cr> (no change)</td></tr> <tr> <td>MOPT (0000)</td><td><cr> (no change)</td></tr> </table>	Prompt (example)	Response (example)	Enter new ISM parameters, <cr> to leave as is:		TNS (1000)	<cr> (no change)	AGNT (1000)	<cr> (no change)	ACDN (0100)	<cr> (no change)	AST (0000)	100<cr> (change)	DSL (0000)	<cr> (no change)	LTID (0000)	<cr> (no change)	MOPT (0000)	<cr> (no change)
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MOPT (0000)	<cr> (no change)																		
21	Confirm ISM parameters.																		
	New ISM parameters are: TNS (1000) AGNT (1000) ACDN (0100) AST (0100) DSL (0000) LTID (0000) MOPT (0000)																		
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If	Do																		
the response was n	Step 19																		
the response was y	Step 22																		
—continued—																			

Software Upgrading Procedure (Continued)

Step	Action										
22	Define the new AUX ID.										
	Note: The default AUX ID is the system ID provided with the Option 11C. It should be replaced with the previous Option 11 or Option 11E site ID. <table> <tr> <th>Prompt (example)</th><th>Response (example)</th></tr> <tr> <td>Security ID: 20000326 Current AUX ID: 20000326 Do you wish to change the AUX ID?</td><td>y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)</td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>the response was n</td><td>Step 24</td></tr> <tr> <td>the response was y</td><td>Step 23</td></tr> </table>	Prompt (example)	Response (example)	Security ID: 20000326 Current AUX ID: 20000326 Do you wish to change the AUX ID?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)	If	Do	the response was n	Step 24	the response was y	Step 23
Prompt (example)	Response (example)										
Security ID: 20000326 Current AUX ID: 20000326 Do you wish to change the AUX ID?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)										
If	Do										
the response was n	Step 24										
the response was y	Step 23										
23	Enter the AUX ID.										
	<table> <tr> <td>Enter the Option 11/11E System ID for the new AUX ID, <cr> to maintain</td><td>12121212<cr></td></tr> <tr> <td>New AUX ID: 12121212 Is this correct?</td><td>y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)</td></tr> </table>	Enter the Option 11/11E System ID for the new AUX ID, <cr> to maintain	12121212<cr>	New AUX ID: 12121212 Is this correct?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)						
Enter the Option 11/11E System ID for the new AUX ID, <cr> to maintain	12121212<cr>										
New AUX ID: 12121212 Is this correct?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)										
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Software Upgrading Procedure (Continued)

Step	Action																																																																						
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24	Review and confirm information entered.																																																																						
	Software Upgrade Summary: <table><tr><td>System ID</td><td>:</td><td>20000326</td><td></td></tr><tr><td>Aux ID</td><td>:</td><td>12121212</td><td></td></tr><tr><td>Added Pkgs</td><td>:</td><td></td><td>215-235</td></tr><tr><td>Feature Set</td><td>:</td><td></td><td>Enhanced Business</td></tr><tr><td>Database</td><td>:</td><td>Company.ABC</td><td></td></tr><tr><td></td><td></td><td>OLD</td><td>NEW</td></tr><tr><td>S/W Release</td><td>:</td><td></td><td>2304C</td></tr><tr><td>ISM Parameters</td><td>:</td><td>OLD</td><td>NEW</td></tr><tr><td>TSN</td><td>:</td><td>1000</td><td>1000</td></tr><tr><td>AGNT</td><td>:</td><td>1000</td><td>1000</td></tr><tr><td>ACDN</td><td>:</td><td>0100</td><td>0100</td></tr><tr><td>AST</td><td>:</td><td>0000</td><td>0150</td></tr><tr><td>DSL</td><td>:</td><td>0000</td><td>0100</td></tr><tr><td>LTID</td><td>:</td><td>0000</td><td>0000</td></tr><tr><td>MOPT</td><td>:</td><td>0000</td><td>0000</td></tr></table> <table><tr><th>Prompt</th><th>Response</th></tr><tr><td>Is this correct?</td><td>y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)</td></tr></table> <table><tr><th>If</th><th>Do</th></tr><tr><td>the response was n</td><td>Step 11</td></tr><tr><td>the response was y</td><td>Step 25</td></tr></table>	System ID	:	20000326		Aux ID	:	12121212		Added Pkgs	:		215-235	Feature Set	:		Enhanced Business	Database	:	Company.ABC				OLD	NEW	S/W Release	:		2304C	ISM Parameters	:	OLD	NEW	TSN	:	1000	1000	AGNT	:	1000	1000	ACDN	:	0100	0100	AST	:	0000	0150	DSL	:	0000	0100	LTID	:	0000	0000	MOPT	:	0000	0000	Prompt	Response	Is this correct?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)	If	Do	the response was n	Step 11	the response was y	Step 25
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Software Upgrading Procedure (Continued)

Step	Action										
25	Enter the keycodes										
Note: Enter keycodes in place of x, y, z , shown in Response column.											
	<table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Enter new Keycodes:</td><td></td></tr> <tr> <td>Key 1:</td><td>xxxxxxxx<cr></td></tr> <tr> <td>Key 2:</td><td>yyyyyyyy<cr></td></tr> <tr> <td>Key 3:</td><td>zzzzzzzz<cr></td></tr> </table>	Prompt	Response	Enter new Keycodes:		Key 1:	xxxxxxxx<cr>	Key 2:	yyyyyyyy<cr>	Key 3:	zzzzzzzz<cr>
Prompt	Response										
Enter new Keycodes:											
Key 1:	xxxxxxxx<cr>										
Key 2:	yyyyyyyy<cr>										
Key 3:	zzzzzzzz<cr>										
	<table> <tr> <th>If</th><th>Do</th></tr> <tr> <td>after the last keycode is entered, 'Keycode validation successful' ***WARNING*** A system restart will be invoked as part of the software installation process" message appears</td><td>Step 26</td></tr> <tr> <td>after the last keycode is entered, 'Keycode validation unsuccessful' message appears</td><td>Step 25 again to re-enter correct keycodes</td></tr> </table>	If	Do	after the last keycode is entered, 'Keycode validation successful' ***WARNING*** A system restart will be invoked as part of the software installation process" message appears	Step 26	after the last keycode is entered, 'Keycode validation unsuccessful' message appears	Step 25 again to re-enter correct keycodes				
If	Do										
after the last keycode is entered, 'Keycode validation successful' ***WARNING*** A system restart will be invoked as part of the software installation process" message appears	Step 26										
after the last keycode is entered, 'Keycode validation unsuccessful' message appears	Step 25 again to re-enter correct keycodes										
Note: After three unsuccessful keycode validation attempts, the following message appears.											
Keycode validation unsuccessful. Installation aborted...returning to main menu.											
—continued—											

Software Upgrading Procedure (Continued)

Step	Action										
26	Complete the software installation.										
	<table> <tr> <th>Prompt</th><th>Response</th></tr> <tr> <td>Are you sure you wish to perform the installation?</td><td> y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu) </td></tr> <tr> <th>If</th><th>Do</th></tr> <tr> <td>response was y</td><td>—End—</td></tr> <tr> <td>response was n</td><td>Step 9</td></tr> </table>	Prompt	Response	Are you sure you wish to perform the installation?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)	If	Do	response was y	—End—	response was n	Step 9
Prompt	Response										
Are you sure you wish to perform the installation?	y<cr> (yes) n<cr> (no) a<cr> (abort, return to main menu)										
If	Do										
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response was n	Step 9										
	—End—										